

SYN. NO. _____

AGN. NO. _____

MOTION BY SUPERVISOR ZEV YAROSLAVSKY

December 3, 2002

The integration of County and community services has the potential to dramatically improve the lives of families and children in Los Angeles County. The development of "Multi-Agency Family Service Centers" that enable County residents to come to a single location for multi-agency health and human services assessment, services, and referral, represents a significant step towards operationalizing a service delivery model that increases access, improves customer service, creates a more collaborative work process, and results in a proactive approach for linking client needs with appropriate services. Co-locating and integrating essential multi-agency health and human services will have substantial positive impact on the way the County does business. Use of a multi-disciplinary team approach that focuses on the family's strengths is critical to improving outcomes for our children and families.

To help bring about this needed change, the Chief Administrative Office called together health and human services departments and community representatives, as well as Gensler Consulting, to develop strategies and policy recommendations. The work completed by this group is reflected in their June 2002 Report entitled Multi-Agency Family Service Center Strategy. This report includes, among others, the following recommendations for the Board of Supervisors:

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- Adopt a policy to develop multi-agency family service centers that provide children and families with accessible, responsive health and human services, based on the recommended prototype;
- Designate a department or group to consistently lead the process of developing a business plan for all integrated service programs and locations, and identify a lead department for every project which will be responsible for stewardship of each facility;
- Require each potential service integration project to begin with a thorough community needs assessment to determine what County and non-County services already exist in the community and what services are deemed to be necessary by the local population;
- Require health and human services departments to follow the recommended Planning Process for establishing Integrated Service Multi-Agency Facilities outlined in the report; and
- Require development of a technology plan for each Multi-Agency Family Service Center to maximize information sharing and collaboration among the departments and agencies.

These recommendations support the County's Strategic Plan especially in regard to Goal 5: Improve the Well-Being of Children and Families.

I, THEREFORE, MOVE that the Board of Supervisors adopt the above recommendations included in the June 2002 Report titled Multi-Agency Family Service Center Strategy and:

1. Instruct the Chief Administrative Office (CAO) to lead the process of developing a business plan, including a financing element, for each integrated service program and guide the appropriate departments in identifying and planning the programs and services to be provided, funding sources, respective roles and responsibilities, and location/space requirements.
2. Instruct the Chief Information Officer (CIO) to continue to work with the human services departments in support of the development of an appropriate technology plan for each Multi-Agency Family Service Center to maximize information sharing and collaboration among the departments and agencies;
3. Instruct County Departments to fully support implementation of the Multi-Agency Family Service Center Strategy recommendations and to follow the recommended Planning Process for Integrated Service Multi-Agency Facilities outlined in the report.

I FURTHER MOVE that the Board of Supervisors instruct the CAO to continue its collaborative efforts with the New Direction Task Force to improve access to services, customer service and satisfaction, multi-agency service delivery, data/information sharing, and funding for services and continue to report to the Board quarterly on the progress on such initiatives.